



## Request for Proposal

### Employer of Record

## Wisconsin Home Energy Assistance Program

### Program # 612

Direct all replies to:

Bethany Tangerstrom  
Contract Compliance Monitor  
1717 Taylor Avenue  
Racine WI 53403  
262.638.6671

**SEALED PROPOSALS MUST BE RECEIVED NO LATER THAN:**

**Monday, July 15, 2019 at 4 pm**

At the Racine County Human Services Department

1717 Taylor Avenue – Three North Receptionist

Racine WI 53403

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Racine County Human Services  
Request for Proposal: RFP #612  
Employer of Record - Wisconsin Home Energy Assistance Program

**Section I. Specifications**

**1. Introduction and Objectives:**

The Provider will maintain contracted staff and payroll services for Racine County Human Services located at the Racine County Dennis Kornwolf Service Center.

**1.1** Division include: Economic Support Services

**2. Program Description and Requirements:**

**2.1** 9 FTE positions will be staffed by the Provider to include the following:

**2.1.1** WHEAP Lead Worker – 1 FTE

**2.1.2** WHEAP Outreach Coordinator – 1 FTE

**2.1.3** WHEAP Intake Specialists – 5 FTE

**2.1.4** WHEAP Administrative Assistants – 2 FTE

**2.2** All positions and job descriptions will be approved by Racine County Human Services Department.

**2.3** Paid holidays will coincide with Racine County policy.

**3. Staffing Hours:**

The standard hours with flexible scheduling are Monday-Friday, 7:30 a.m.-6:00 p.m. However, some evenings, weekends and on-call hours may be required. There will also be some mandatory trainings that will occur offsite and overnight stays.

**4. Position Qualifications and Essential Duties:**

**4.1 WHEAP Lead Worker – 1 FTE**

**4.1.1** To function as a resource person for WHEAP Intake Specialists; provide technical interpretations of policies and procedures; review cases for compliance with state and federal regulations (QA); recommend corrective action procedures based on case reviews and observation of staff performance; respond to escalated calls and customer complaints.

**4.1.2 Essential Duties:**

**4.1.2.1** Respond to inquiries from intake specialists, and assist with policy interpretation, email the State and respond to Supervisor's inquiries.

**4.1.2.2** Provide technical assistance to intake specialists, assist with difficult interviews, calls, face to face appointments.

**4.1.2.3** Receive and respond to customers, public officials, state and public inquiries.

**4.1.2.4** Monitor timeliness and compliance. Assist with the coordination of day to day operations.

**4.1.2.5** Substitute for absent supervisor, assist in fulfillment of job duties in their absence.

**4.1.2.6** Complete Quality Control reviews, prepare and attend fair hearings.

**4.1.2.7** Monitor inbox, calls, dashboards.

**4.1.2.8** Make public presentations, as requested. Assist on presentations, outreach and intake when needed.

**4.1.2.9** Must successfully complete trainings upon hire. Attend refreshers, mandatory conferences and trainings. Some overnight stays will be required.

**4.1.2.10** Availability to work flexible hours to meet the needs of the community.

**4.1.2.11** Prepare and maintain an inventory of crisis related equipment.

**4.1.2.12** Available to work on crisis calls / services. Deliver necessary equipment to those who lost their source of heat in winter.

**4.1.3** **Supervision Received:** WHEAP Supervisor

**4.1.4** **Qualifications:**

**4.1.4.1** Associate Degree in Social Science, Business or related field or sixty credits of post-secondary education.

**4.1.4.2** Experience in WHEAP Intake and Policy, preferred.

**4.1.4.3** Two years work experience in use of personal computer.

**4.1.4.4** Experience with individuals of varying socio-economic backgrounds.

**4.1.4.5** Prompt and regular attendance.

**4.1.4.6** Valid WI Driver's License for necessary travel.

**4.1.4.7** Bilingual preferred.

**4.2** **WHEAP Outreach Coordinator – 1 FTE**

**4.2.1** This position is responsible to engage and secure outreach sites across East and West Racine County where we can maximize and ensure that all members of our community are able to access the Wisconsin Home Energy Assistance Program. This position ensures outreach priorities according to this program.

**4.2.2** **Essential Duties:**

**4.2.2.1** Secure and coordinate outreach sites, for the early application season, as well as for the ongoing season.

**4.2.2.2** Work with the WHEAP Supervisor to provide reports, compile statistics and maintain accurate records of client program participation. Complete up to date information and provide it in a timely manner.

**4.2.2.3** Maintain security of files, records and documents while outside the office.

**4.2.2.4** Attend all required meetings, trainings, sessions.

**4.2.2.5** Enroll and successfully complete the WHEAP training upon hire, as made available by the State. Successful completion of any other required trainings. Overnight stays will be required.

**4.2.2.6** Assist with WHEAP intake, ensuring excellence in customer service and accurate, timely services.

**4.2.2.7** Interact with representatives of Racine County Departments, outside agencies, provide information and referrals, dissipate discrepancies, resolve customer concerns, provide guidance and address conflicts.

**4.2.2.8** Coordinate, manage and evaluate program services and areas of need.

**4.2.2.9** Participate in developing and creating program policies, procedures, marketing plans and long-term planning strategies.

**4.2.2.10** Provide responsive, high quality service to the community, and representatives of other agencies in a confidential and professional manner.

**4.2.2.11** All other duties as assigned.

**4.2.3 Supervision Received:** WHEAP Supervisor

**4.2.4 Qualifications**

**4.2.4.1** Valid driver's license for required travel to outreach and training.

**4.2.4.2** Regular and prompt attendance.

**4.2.4.3** Experience with individuals of varying socio-economic backgrounds.

**4.2.4.4** Knowledge of community resources.

**4.2.4.5** Must complete training upon hire, as made available by the State.

**4.2.4.6** Pre-requirement to pass math and typing test. Associates Degree preferred.

**4.2.4.7** Bilingual preferred.

**4.3 WHEAP Intake Specialist – 5 FTE**

**4.3.1** This position is responsible for interviewing applicants for the Wisconsin Home Energy Assistance and Furnace programs, request and process documents. Knowledge of policies and meeting deadlines, accordingly.

**4.3.2 Essential Duties:**

**4.3.2.1** Interview WHEAP applicants, request necessary documentation, meet deadlines.

**4.3.2.2** Enroll and attend trainings, immediately after hiring as made available by the State. Must successfully complete all trainings. Some overnight stays for mandatory training and conferences will be required.

**4.3.2.3** Participate in ongoing training, refreshers, as required by the State.

**4.3.2.4** Make appropriate referrals to the weatherization program.

**4.3.2.5** Flexibility of work hours would be required to provide services at different times, on different sites for different sectors of the community.

**4.3.2.6** Assistance with emergency furnace outage, deliver space heater, perform WHEAP intake as requested.

**4.3.2.7** Ensure accuracy and integrity of applications.

**4.3.2.8** Ability to manage calls, schedules and workload.

**4.3.2.9** Maintain a good working relationship with community partners, consumers and co-workers.

**4.3.3 Supervision Received:** WHEAP Supervisor

**4.3.4 Qualifications**

**4.3.4.1** Valid driver's license for required travel to outreach and training.

- 4.3.4.2 Regular and prompt attendance.
- 4.3.4.3 Must complete training upon hire, as made available by the State.
- 4.3.4.4 Pre-requirement to pass math and typing test.
- 4.3.4.5 Associates Degree preferred.
- 4.3.4.6 Bilingual preferred.
- 4.3.4.7 Experience with individuals of varying socio-economic backgrounds.

**4.4 WHEAP Administrative Assistant – 2 FTE**

4.4.1 To support the WHEAP Team performing a variety of duties, while working independently. Provides excellent and timely customer service while observing confidentiality of records as required by this program.

**4.4.2 Essential duties:**

- 4.4.2.1 This job may require the ability to have work scheduling flexibility in order to accommodate to the needs of the community.
- 4.4.2.2 Ability to multitask and prioritize as well as work with a team.
- 4.4.2.3 Attend trainings upon hire and stay away on overnight ongoing trainings and conferences.
- 4.4.2.4 Customer service orientated, along with excellent oral and written skills.
- 4.4.2.5 Perform front reception desk functions, filing, handle telephone calls and in person interactions with professionalism, scanning and faxing, handling mail and scheduling appointments.
- 4.4.2.6 Ability to be crossed trained to support other areas within the Division of Economic Support.

**4.4.3 Supervision Received: WHEAP Supervisor**

**4.4.4 Qualifications:**

- 4.4.4.1 High School Diploma.
- 4.4.4.2 Regular and prompt attendance.
- 4.4.4.3 Proficient in the use of personal computer, Outlook, Excel and other Microsoft products.
- 4.4.4.4 Ability to time manage, plan, organize and prioritize tasks.
- 4.4.4.5 Professional verbal and written communications skills.
- 4.4.4.6 Ability and understanding of dealing with a diverse population.
- 4.4.4.7 Bilingual preferred.

**5. Employee Recruitment Requirements:**

- 5.1 Contracted position vacancies must be advertised within 5 business days of being notified the current employee will be vacating the position using the sites listed below. However, additional recruitment methods can be used at Provider's discretion.
  - 5.1.1 Jobcenterofwisconsin.com
  - 5.1.2 Indeed.com
  - 5.1.3 Submitted to [business.solutions@RacineCounty.com](mailto:business.solutions@RacineCounty.com)
- 5.2 Vacancies must be advertised on the above sites for a minimum of two weeks.
- 5.3 Qualified applicants must be referred to the appropriate HSD manager/supervisor within three business days of receipt of the application.

**6. Successful Proposal Requirements:**

- 6.1** Demonstrate competence in the industry and provide any experience serving similar populations
- 6.2** Provide an agency description to include:
  - 6.2.1** Years in operation, agency growth, and historical milestones
  - 6.2.2** Primary headquarters and areas served
  - 6.2.3** Mission and vision statements
  - 6.2.4** Areas of specialty
  - 6.2.5** Organizational chart
  - 6.2.6** Cultural competency
  - 6.2.7** Employee screening process
  - 6.2.8** Employee recruitment process and success
  - 6.2.9** Any other pertinent agency specifics that would provide the evaluation committee with a sense how your company operates
- 6.3** Define a benefit package offered to include:
  - 6.3.1** Health, dental, and vision insurance options with employer and employee costs
  - 6.3.2** Paid time off accrual policy
  - 6.3.3** Pension / 401-K and any employer contributions
  - 6.3.4** Life insurance with employer and employee costs
  - 6.3.5** Any other available benefits with employer and employee costs
    - 6.3.5.1 For current employees transferring under this contract to new Provider, health insurance would begin ASAP, not to exceed day 30.
- 6.4** Complete the required appendices (A-E)
- 6.5** Complete the budget sheet provided (appendix G) and submit 4 copies in a separate envelope.

**7. Evaluation Outcomes:**

- 7.1** 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
- 7.2** 90% of vacancies will be filled within 60 days of initial posting.
- 7.3** 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

**8. Contract Period:**

Contract will commence October 1, 2019, upon acceptance of the terms described and execution of the contract by both parties. The initial contract period shall continue in effect for one year. Thereafter, it may renew for two additional one year periods at Purchaser's discretion based on Provider performance and funding available.

**9. Cost:**

Cost listed by proposer must be complete and inclusive of all charges at the time of submission. Proposer certifies that prices, terms and conditions in the proposal will be firm for acceptance for a period of ninety (90) days from the date of opening unless

otherwise stated by Racine County. Proposal may not be withdrawn before the expiration of ninety (90) days. Prices shall be firm with no escalator clauses unless specified by Racine County. Proposals may be withdrawn after ninety (90) days only upon written notification to Racine County.

**10. Contract:**

The contract for this project will consist of this Request for Proposals document, the specification documents and any associated exhibits or documents, the proposer's response with all required forms, addenda, any negotiated terms and conditions and a standard Racine County contract.

**11. Calendar of Events:**

This calendar is subject to change at the sole discretion of Racine County. All attempts will be made to adhere to this calendar however circumstances may require modification of dates and/or times.

<b>Event</b>	<b>Date</b>
RFP issued, posted on website and newspaper	6/14/19
Written questions/requests for clarification due to Racine County	6/21/19 by 4:00pm. <b>Questions submitted later will not be considered.</b>
Racine County written responses to questions/clarifications posted on website	6/26/19
Proposals due at Racine County, and dropped off at the Three North Receptionist	7/15/19 by 4:00pm. <b>Late proposals will not be accepted</b>
Public Opening of Sealed Proposals	7/16/19 at 3pm Three North Conference Room
Proposal Evaluations Completed by...	8/6/19
Face-to-Face interviews scheduled, if needed	TBD, but no later than 8/6/19
Contract Awarded	TBD, but no later than 8/9/19
Contract Start Date	10/1/19

**12. Right of Rejection:**

Racine County, through its duly authorized agents, reserves the right to reject any or all proposals, any portion of a proposal, waive all technicalities, and to accept the proposal considered most advantageous to Racine County following final negotiations, evaluations and reviews. Racine County does not warrant or guarantee that a contract will be awarded as a result of this Request for Proposals.



**13. Instructions to Proposers:**

- 13.1** Thoroughly examine the scope of work, schedule, instructions and all other Solicitation documents and make all investigations necessary to be familiar with conditions that affect the proposal. No pleas of ignorance by the proposer as a result of failure to investigate or examine conditions or failure to fulfill details of the contractual documents will be accepted as a basis for varying the requirements of the County or changing the compensation due.
- 13.2** Racine County contracts are subject to all legal requirements of Racine County, State of Wisconsin or Federal statutes and regulations, as applicable. Laws of the State of Wisconsin apply.
- 13.3** Provide all required information on the forms furnished in this document. Print or type your name and that of your agency on the Proposal Cover Sheet. **Do not include your name or the name of your agency in the body of the proposal!** If you obtained this solicitation electronically, you may complete your responses on the electronic forms however a hardcopy of the proposal must be submitted with your signature on the Proposal Cover Sheet. Do not alter the solicitation documents when completing the forms. Submission of the proposal affirms that you did not alter the original documents beyond filling in the required information.
- 13.4** Note that there are two separate packets of documents to complete. One will contain an original plus four (4) copies of your proposal and the other your original plus four (4) copies of your budget information. When submitting your hardcopy proposals, seal each packet in a separate envelope.
- 13.5** All proposals must be current and final at the time of opening to be considered responsive. No proposal will be accepted for consideration, and no award will be made if, at the time of opening, anything contained therein is contingent upon or subject to any outstanding review, certification or approval by any party that has not been received.
- 13.6** The following chart illustrates the required proposal documents and specifies the minimum content of the proposal sections. Proposals should be organized in tabbed sections following this chart and each point listed below should be addressed in your proposal.

Appendix	Title	Contents
A	Proposal Cover Sheet	Complete this form for each packet of the proposal...the program and the budget documents
B	Vendor Acceptance Form	Complete this form and attach it to the proposal.
C	Reference Document	On the form included in this packet, list three (3) references who are familiar with your work and your ability to fulfill the requirements of

		<p>this proposal. Racine County may also consider reference responses from agencies or individuals not listed in your proposal.</p> <p>All information provided must be current and correct. Racine County will not attempt to search for current information that is not provided.</p>
D	Agency Narrative	Describe your agency and how your mission relates to the need listed in the RFP.
E	Program Criteria	Provide detailed information in response to each specific criterion listed.
F	Past Performance	Provide any past experience you have with Racine County.
		<b>In a separate sealed envelope:</b>
G	Budget Worksheet	Use the spreadsheet to illustrate the costs for which Racine County will be billed. Provide a written description if more information is necessary.

**14. Submission of Proposals:**

**Submit one original master copy (so marked) and five photocopies (so marked) of your proposal. Also include a digital copy on a USB drive.** On the front of the envelope containing your proposal and copies, indicate the following:

Name & Address of Bidder

Due Date of Bid

Proposal Number & Title

All proposals must be manually signed by an authorized official of the agency.

Telegraphic, fax, email and on-line responses WILL NOT BE ACCEPTED. The original, signed proposal must be delivered to the address indicated below:

Bethany Tangerstrom  
Contract Compliance Monitor  
Racine County Human Services Department  
1717 Taylor Avenue  
Racine WI 53403  
Bethany.Tangerstrom@racinecounty.com

Proposals can also be dropped off at the THREE NORTH Receptionist at the Racine County Human Services Department between 9 am and 4 pm Monday through Friday. Late proposals will not be accepted and will be returned unopened.

**15. Contact Person:**

- 15.1** The Racine County Human Services Contract and Compliance Monitor will act as the County representative in the issuance and administration of this RFP and contract, and shall issue and receive all documents, notices and correspondence pertaining to this RFP. Such documents, notices, and correspondence not issued by or received by the Contract Compliance Monitor shall be null and void.
- 15.2** Questions related to this Request for Proposal shall be delivered in writing (email, postal delivery or hand delivered) to the Contract Compliance Monitor. **Final date for questions is listed in the Calendar of Events.** No questions will be accepted over the phone and no other Racine County representative is authorized to interpret any portion of this RFP.
- 15.3** All questions received by the Contract and Compliance Monitor will be researched and responded to on the date listed in the Calendar of Events and posted on the Racine County Human Services website which can be accessed by either of the following links:

<http://racinecounty.com/government/human-services/contracts-and-budget/-folder-558>

<https://racinecounty.com/government/finance/purchasing-rfps-and-bids>

No verbal or written information, which is obtained other than through this Request for Proposals or its addenda, shall be binding upon Racine County. Proposers are expected to raise any questions, exceptions or additions they have concerning this document as soon as possible during the RFP process.

**16. Confidentiality/Non-Disclosure:**

- 16.1** It is the intent of the County that all proposals received will remain sealed and confidential until reviewed by the Proposal Evaluating Committee.
- 16.2** Once the process is complete, no information submitted as part of this RFP process shall be considered proprietary or confidential.
- 16.3** By submitting a proposal, vendors acknowledge that the County may be required under the law to make its records available for public inspection at any time during this RFP process. All vendors acknowledge and agree that the County will have no obligation or any liability to the vendor if the County must disclose these materials.

**17. Errors or Omissions:**

- 17.1** If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this bid, the vendor should immediately notify the above-named individual of such error and request modification or clarification of the RFP document.
- 17.2** Racine County reserves the right to permit cure of, or waive as an informality, any irregularities or technicalities contained in any proposal submitted, at the sole

discretion of Racine County provided such waiver does not substantially change the offer or provide a competitive advantage to any other vendor. Contracts will be awarded in the best interests of Racine County.

**18. Addenda:**

Changes to this RFP will be made only by formal, written addendum issued by Racine County's Contract Compliance Monitor and posted on the Racine County Human Services Website. All addenda issued as part of this RFP shall become part of the specifications of this RFP and will be made part of the contract. It is the vendor's responsibility to check and assure receipt of all addenda.

**19. RFP Evaluation Process:**

- 19.1** Racine County will receive proposals from interested vendors having relevant experience, resources and qualifications in the proposed scope of work. Proposals for this project must contain evidence of the vendor's experience and abilities in the applicable field.
- 19.2** All proposals received will be evaluated by a selection team that consists of Racine County representatives. The team will review and evaluate all detailed proposals submitted and may conduct in-person interviews with proposers if deemed necessary. The selection team will have only the response to this solicitation to review for selection of a finalist. It is therefore important that proposers emphasize specific information considered pertinent to the services provided. Racine County reserves the right to request clarification of any portion of any submittal.
- 19.3** Racine County will be under no requirement to complete the evaluation by any specific date and reserves the right to suspend or postpone the evaluation process should the need arise due to budget constraints, time constraints or other factors as directed by the County. It is anticipated, however, that the review/evaluation process will be completed in a timely manner.
- 19.4** A Proposal Evaluation Committee will be established to review and evaluate all proposals submitted in response to this RFP. The Contract Compliance Monitor will be a non-voting member and, as such, will prepare the proposals for the committee so that no vendor identifying information will be available to the evaluators. The Committee will conduct a preliminary evaluation of all proposals based upon the information provided and other evaluation criteria as set forth in this RFP. The contract will be awarded to the most qualified contractor per the evaluation criteria listed below.

EVALUATION CRITERIA	WEIGHT
Agency Experience and Competency	25%
Recruitment and Screening Process	30%
Benefits Offered	25%
Overall Cost to the County	20%
Total	100%
<p>Past Performance</p> <ul style="list-style-type: none"> <li>• There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions.</li> <li>• For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way.</li> <li>• This section represents scores obtained from three officials within Racine County who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet.</li> </ul>	15 points maximum

**19.5** Refer to the accompanying “Program Criteria” document (Appendix E) for specific information to include in your proposal.

**20. Interviews:**

If requested, proposers may be required to participate in an interview at the site of the proposed program or in the offices of the Racine County Human Services Department. Proposers should be prepared to discuss and substantiate any of the areas of the proposal submitted, as well as its qualifications to furnish the specified program. The interviews will be scored by the Evaluation Committee.

**21. RFP Preparation Expense**

Racine County shall not be liable for any expense incurred in replying to any request for proposal or invitation to bid.

**22. County RFP Notice of Rights:**

Racine County reserves the following rights to:

- 22.1** Conduct pre-award discussion and/or pre-award/contract negotiations with any or all responsive and responsible proposers who submit proposals determined to be reasonably acceptable of being selected for award; conduct personal interviews or require presentations of any or all proposers prior to selection; and make

- investigations of the qualifications of proposers as it deems appropriate, including but not limited to a background investigation conducted by the County or its agents.
- 22.2** Request that proposer(s) modify its proposal to more fully meet the needs of the County or to furnish additional information as the County may reasonably require.
  - 22.3** Accord fair and equal treatment with respect to any opportunity for discussions and revisions of proposals. Such revisions may be permitted after submission of proposals and prior to award.
  - 22.4** Process the selection of the successful proposer without further discussion.
  - 22.5** Request Best and Final Offers from any or all proposers at the sole discretion of the County.

**23. Indemnity and Insurance Requirements:**

- 23.1** Upon execution of a contract, contractor agrees to indemnify, hold harmless and defend Racine County, its officers, agents and employees from all liability including claims, demands, losses, costs, damages and expenses of every kind and description or damage to persons or property arising out of or in connection with or occurring during the course of this agreement where such liability is founded upon or occurring out of the acts or omissions of the contractor, its agents or employees.
- 23.2** Contractor agrees to protect itself and Racine County under the Indemnity Agreement set forth in the above paragraph. Contractor will at all times during the term of this contract keep in force and effect commercial general liability, professional liability, automobile liability, worker's compensation insurance policies issued by a company or companies rated A-VII or better by AM Best and authorized to do business in the State of Wisconsin with the following minimum limits of coverage:
  - 23.3** General Liability
    - 23.3.1** \$1,000,000 each occurrence
    - 23.3.2** \$1,000,000 personal and advertising injury
    - 23.3.3** \$1,000,000 general aggregate
    - 23.3.4** \$1,000,000 products and completed operations
    - 23.3.5** There shall be no exclusion for abuse or molestation
  - 23.4** Auto Liability Insurance
    - 23.4.1** \$1,000,000 Combined Single Limit
  - 23.5** Umbrella Liability Insurance on a following form basis
    - 23.5.1** \$4,000,000 each occurrence
    - 23.5.2** \$4,000,000 aggregate
      - 23.5.2.1 Any combination of underlying coverage and umbrella equaling \$5,000,000 shall be acceptable
      - 23.5.2.2 There shall be no exclusion for abuse or molestation
- 23.6** Workers Compensation Statutory Limits plus:
  - 23.6.1** \$100,000 E.L. Each Accident
  - 23.6.2** \$100,000 E.L. Disease Each Employee

- 23.6.3** \$500,000 E.L. Disease Policy Limit
- 23.7** Professional Liability
  - 23.7.1** \$1,000,000 each occurrence
  - 23.7.2** \$3,000,000 aggregate
- 23.8** Purchaser, acting at its sole option, may waive any and all insurance requirements. Waiver is not effective unless in writing. Such waiver may include or be limited to a reduction in the amount of coverage required above. The extent of waiver shall be determined solely by Purchaser's risk manager taking into account the nature of the work and other factors relevant to Purchaser's exposure, if any, under this agreement.
- 23.9** Upon execution of a contract and at any other time if requested by Racine County, contractor shall furnish Racine County with written verification of the existence of such insurance.

**24. Background Checks:**

Upon execution of a contract, contractor will conduct annual criminal, caregiver background, and driver's license checks through the State of Wisconsin and drug screens on all employees who provide services in this program. Racine County will be provided copies of background check and drug screen results prior to employment and after each annual background is completed. Racine County reserves the right to deny employment in this program when results are deemed unacceptable. Documentation of these background checks and drug screens must be maintained and readily available to Racine County Human Services upon request. For existing agency staff, background checks must be current within 90 days.

**25. Audit Requirements:**

In accordance with s.s.46.036 and the purchase of professional services, there is no need for a formal audit. However, in the event that any costs appear to be inconsistent with industry norms, the purchaser reserves the right to request documentation of billed expenses and conduct an Audit Review.

**26. Racine County Standard Terms and Conditions:**

Proposer must agree to comply with the following terms and conditions:

- 26.1** Standard contract language
- 26.2** Certification standards where applicable
- 26.3** Fiscal and program reporting criteria
- 26.4** Allowable Cost Policy
- 26.5** Audit criteria
- 26.6** Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- 26.7** Maintain adequate liability coverage
- 26.8** Civil Rights/Affirmative Action Policies
- 26.9** Criminal and caregiver background checks for staff
- 26.10** Drug screening, driver's license checks and reference checks

- 26.11** Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- 26.12** Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- 26.13** Fair Labor Standards Act
- 26.14** Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- 26.15** Complete performance evaluations and discipline and maintain employment records
- 26.16** Recognize that authorization for services is approved by Racine County Human Services Department.
- 26.17** All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- 26.18** The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- 26.19** All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

**END OF PROPOSAL INSTRUCTIONS—  
PROCEED TO APPENDICES TO COMPLETE  
THE PROPOSAL**



**APPENDIX A**

Proposal Code Letter: \_\_\_\_\_

(for Racine County use only)

# Racine County Human Services

## Request for Proposal Cover Sheet

### Employer of Record – RFP # 612

### Wisconsin Home Energy Assistance Program

Company Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Authorized Printed Name: \_\_\_\_\_ Date Submitted: \_\_\_\_\_

**NOTE: Complete one Cover Sheet for your proposal and a separate Cover Sheet for your Budget Worksheet.**

Documents Included (check all you are attaching):

\_\_\_\_\_ Vendor Acceptance Form (Appendix B)

\_\_\_\_\_ Reference List (Appendix C)

\_\_\_\_\_ Agency Narrative (Appendix D)

\_\_\_\_\_ Proposal Criteria (Appendix E)

\_\_\_\_\_ Past Performance (Appendix F)

\_\_\_\_\_ Budget Worksheet (Appendix G)

Proposal Code Letter: \_\_\_\_\_

(for Racine County use only)

## APPENDIX B

### Vendor Acceptance Form

Program Name: Wisconsin Home Energy Assistance Program

Program #: 612 Date of Issue: June 14, 2019

By signing and submitting this Proposal, I \_\_\_\_\_ hereby  
(Print Name)

certify and swear that I am a duly authorized agent of this company, I have examined and carefully prepared this proposal from the written specifications and information of Racine County and have checked the same in detail before submitting said proposal to Racine County. I have full authority to make such statements and submit this proposal, and all statements submitted are true and correct.

I FURTHER CERTIFY that no agreement has been entered into to prevent competition for said work. I have carefully examined all materials related to this proposal.

I FURTHER CERTIFY that any data sheets and descriptive literature attached hereto are true and correct and are intended to be made part of this bid/proposal response.

I FURTHER CERTIFY that neither this company nor any of its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal, State, County, Municipal or any other department or agency thereof. I certify that this company/agency will provide immediate written notice to the County if, at any time, it is learned that this certification was erroneous when submitted or has become erroneous by reason of changed circumstance.

I acknowledge that Racine County reserves the right to reject any and all bids and to select the vendor considered by Racine County to be most advantageous, at the sole discretion of Racine County.

In compliance with this Request for Proposals and subject to all the terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish any or all of the items, deliverables or services herein at the prices, terms and delivery stated.

All signatures **MUST** be original. No facsimile, stamped or copied signature will be accepted and is cause for rejection of the proposal. **By signing this form, I affirm that the original Request for Proposals documents have not been altered in any way.**

Authorized Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Title: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Business: \_\_\_\_\_ Phone: \_\_\_\_\_

Business Address: \_\_\_\_\_ City/State Zip: \_\_\_\_\_

**APPENDIX C**

Proposal Code Letter: _____ (for Racine County use only)
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# Racine County Human Services

## Request for Proposal Reference List

### Employer of Record – RFP #612

### Wisconsin Home Energy Assistance Program

It is important to provide accurate contact information for each reference listed. Racine County will not attempt to locate incomplete or inaccurate information in names, location or phone numbers. Prior experience on previous Racine County projects may be considered by the County, even if not listed here as a reference.

1. Project/Program Name: \_\_\_\_\_

Individual to be contacted at this site: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

2. Project/Program Name: \_\_\_\_\_

Individual to be contacted at this site: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

3. Project/Program Name: \_\_\_\_\_

Individual to be contacted at this site: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

# Racine County Human Services

## Request for Agency Narrative Sheet

### Employer of Record – RFP # 612

### Wisconsin Home Energy Assistance Program

Present a clear and concise description of your agency. Points you may want to address include:

1. What is the location of your primary headquarters and what areas do you serve?
2. What are your agency's mission and vision statements? How do they relate to this RFP?
3. What is your organizational structure? You may choose to provide your organizational chart.
4. Whether your agency is a non-profit or for-profit entity.
5. What other pertinent agency specifics would provide the evaluation committee with a sense how your company operates?

**APPENDIX E**

# Racine County Human Services

## Request for Proposal Criteria Sheet

### Employer of Record – RFP #612

### Wisconsin Home Energy Assistance Program

All proposals must address each of the following criteria. You may type this in a separate document but, **you must clearly identify which question each of your answers pertains to** by labeling it with the category number and the letter of the specific question. **Failure to include all of the criteria listed will disqualify the entire proposal.**

**1. Experience and Competency:**

- a. How long has your agency been in operation? Please specify agency growth and historical milestones.
- b. What are your agency's areas of specialty?
- c. Why do you believe your agency is better able to recruit and retain qualified staff than other agencies?
- d. How does your agency embrace diversity and attract a diverse workforce?

**2. Experience Serving Similar Population:**

- a. Please describe any prior relevant experience as it relates to being an employer of record.
- b. How many years of service have you had in a related industry?

**3. Employee Recruitment and Screening Process:**

- a. What resources do you use to recruit employees?
- b. How successful are your recruitment efforts?
- c. What is your pre-employment screening process?
- d. How is your employee retention?
- e. What efforts do you make to ensure diversity in potential candidates?

**4. Benefit Package:**

**Please note, qualifying proposals will specify when benefits begin. It is a requirement that benefits for current employees transferring under this contract begin ASAP, not to exceed day 30.**

- a. What are your health insurance options to include plan deductibles, co-pays/co-insurance, and services covered? What are the costs to both the employer and employee?
- b. Do you offer dental, vision and life insurance options? What are the costs to both the employer and employee?
- c. What is your paid time off accrual policy? Is your agency open to negotiation for current employees transferring under this contract for continuity of services?
- d. Do you offer a pension, a 401-K, or other retirement program? How much is the employer contribution?
- e. Do you offer any additional benefits? What are the costs to both employer and employee?

# Racine County Human Services

## Request for Proposal Past Performance

### Employer of Record – RFP # 612

### Wisconsin Home Energy Assistance Program

What previous experience have you had with Racine County Human Services?

***\*Please note, this section must be answered on a separate document.***

- There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions.
- For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way.
- To maintain the blind evaluation process, this section represents scores obtained from other officials within Racine County, who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet.